

January 30, 2019

TO: Telecommunication Coordinators

FROM: Eric Talberg, Manager Telephony Services

SUBJECT: Upgrade of statewide voicemail system for WaTech PBX customers **(Rescheduled)**

Due to unforeseen circumstances, the upgrade of the WaTech statewide voicemail system (Avaya Aura Messaging) is being delayed. The system will not be available over the weekend starting Friday March 1 (after 6 p.m.) through March 3 to upgrade the software. This upgrade is planned outside of normal business hours to minimize the effect of service disruption and could take up to 48 hours.

During the upgrade, the voicemail system will be unavailable to answer incoming calls and will not be accessible by system users. All voicemail settings will be maintained including pin numbers, messages and greetings. The upgrade incorporates many improvements to the system including:

- Increased capacity and scalability
- Improved user preferences
- Increased security standards
- Higher resiliency and redundancy of application features
- Simplification of the management interface
- Increased OS compatibility, including support for VMware
- Continued system development by the vendor for features and patches

If there are any voicemail services that are considered essential and cannot be unavailable during the upgrade, please let us know and we will try to mitigate the impact.

If you have any questions or concerns, please do not hesitate to contact us.

WaTech contact:

WaTech PBX system voice messaging: Jimmy Mortensen (360) 407-8745

WaTech Support Center Desk at (360) 586-1000, toll free at (855) 928-3241, or email Support@watech.wa.gov

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